

FEDERAL SECURITY DIRECTORS NAMED SKY HARBOR TOP OF LIST



*Marcia Florian,
Federal Security Director, Sky Harbor*

When President George W. Bush signed the Aviation and Transportation Security Act into law on November 19, 2001, one of the most important components was the formation of a new federal agency, the Transportation Security Administration (TSA). The TSA is charged with overseeing the safety and security of the nation's transportation modes, including rail, water and aviation.

At airports nationwide, the agency is responsible for federalizing the security screening positions, hiring federal law enforcement officers and enforcing the screening of all baggage using explosive detection devices. Many of these security changes will be in effect by December 31, 2002.

Each of the nation's 429 commercial airports will have a staff headed by a Federal Security Director (FSD). On March 13, 2002, Transportation Secretary Norman Mineta swore in the first seven FSD's, including Marcia Florian, who was named to lead the Sky Harbor office of the TSA.

"Our search for applicants for the new position of Federal Security Director began with a simple premise: find the highest caliber candidate, with the highest possible level of experience, integrity, honesty and reliability," said Mr. Mineta during the event at Ronald Reagan Washington National Airport. "We have promised world-class security and world-class customer service. These men and women personify that promise."

Florian, a 26-year veteran of the Phoenix Police Department and former commander of the Phoenix Police Airport Bureau is in the process of hiring nearly 500 employees that will work for the TSA at Sky Harbor.

"I look forward to working with the Phoenix Aviation Department to ensure the safety and security of Sky Harbor as we focus on assembling a top-notch team," said Florian.

For more information about the TSA, please visit www.tsa.gov.

WILSON ELEMENTARY GETS CREATIVE

ARTWORK ON DISPLAY AT SKY HARBOR

Artist Aureore Chabot was commissioned to design and create a large ceramic tile mural for Phoenix Sky Harbor International Airport. This mural, installed in June, became part of the Airport's unique collection of artist-created murals that greet visitors to Terminal 4. The mural, "A Vortex of Time and Space," is located at the southwest entrance, ticketing level. Chabot is an artist who teaches ceramics at the University of Arizona in Tucson. She is interested in exploring, through her artwork, how people think about time and history. She is especially intrigued by archaeology and connections to the prehistoric past. Chabot used images that encourage travelers to make connections between the past and present as they bustle through the Airport during their travels in and out of Sky Harbor Airport.

The 10' by 14' mural that Chabot designed for the airport includes geometric shapes found on Hohokam pottery and in rock art. Some of these shapes and images can be seen at the Pueblo Grande Museum, the large Hohokam site preserved near the Airport. This mural also includes fossil images from plants, insects and cellular forms that are inlaid into the tiles and large and small spiral shapes. In some Native American cultures in the Southwest, spirals in rock art may indicate migration or travel by a group of people — an appropriate theme for a mural located inside the Airport and seen by many people traveling to and from Arizona.

Chabot worked with fourth and sixth grade students at Wilson Elementary School in Phoenix to create shapes and images that the artist pressed into a mold and then inlaid into the surface of each ceramic tile, giving the tiles a lot of texture. She considers the students' additions to the tiles "memory fossils." Each tile surface looks like a slice of earth uncovered during an archaeological excavation. Look for the exhibit in Terminal 4.



*Aureore Chabot
and students at
Wilson School
create a mural
for Terminal 4.*

PUBLIC INPUT VALUED

AVIATION ADVISORY BOARD ACTIVE



Paul Luna, United Way

concession contracts and leases. Board membership is strictly voluntary and members receive no compensation for their services.

Last year's chairperson, Paul Luna, is the President and CEO of the Valley of the Sun United Way. "Paul is an excellent asset to the Board because he genuinely speaks with a community voice. He was born and raised in Arizona and has extensive involvement in not only non-profit but both the public and private sectors," said David Cavazos, Assistant Aviation Director. "He is a community representative in the truest sense of the word."

All of the members come from different professional, geographical and ethnic backgrounds. Some are experienced in aviation, others are experts in business and law. "Together, we make up a highly diverse group," says Luna. "We all ask different questions and help the Airport to make strategic decisions on tough issues."

All major decisions are ultimately made by the Phoenix Mayor and City Council. Before issues go to the Council, they are first reviewed by the Board. Sometimes the Board recommends further information or action on an issue before it is presented to the Council. Other times, sufficient and satisfactory information permits the Board to send an item directly to the Council.

"We are truly pleased with the responsiveness shown to us [the Board] by the Airport. They keep us well informed, included and value our advice and counsel," said Luna.

**ESPAÑOL EN
EL REVERSO** 



**CITY OF PHOENIX AVIATION
DEPARTMENT MISSION:**

*To develop, operate and maintain
a well planned and fiscally sound
airport system that meets the
needs of the traveling public,
its tenants and its various
aviation users.*

Phoenix Sky Harbor International
Airport is owned and operated by
the City of Phoenix.

Phoenix officials, staff and the Phoenix
Aviation Advisory Board are proud to
represent the community in continually
improving such an important part of
the City, the Valley and the State.

CITY OF PHOENIX ELECTED OFFICIALS

- Mayor Skip Rimsza
District 1, Councilman Dave Siebert
District 2, Councilwoman Peggy Neely
District 3, Councilwoman Peggy Bilsten
District 4, Councilman Phillip B. Gordon
District 5, Vice Mayor Claude Mattox
District 6, Councilman Greg Stanton
District 7, Councilman Doug Lingner
District 8, Councilmember Michael Johnson

CITY OF PHOENIX STAFF

- Frank Fairbanks, City Manager
Sheryl Sculley, Assistant City Manager
Marsha Wallace, Deputy City Manager
David Krietor, Aviation Director

PHOENIX AVIATION ADVISORY BOARD

- Mr. Michael Dixon, Chair
Mr. Michael Berglund, Vice Chair
Mr. Tom Fannin
Dr. Terrance Hull
Ms. Jane Jozoff
Mr. Paul J. Luna
Mr. Joe Mikitish
Mr. Bruce D. Mosby
Ms. Cindy Vallee

EX-OFFICIO MEMBERS:

- Mr. Marvin A. Andrews
Mr. David Krietor
Mr. Michael O'Shaughnessy

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**David Krietor,
Aviation Director**

DIRECTOR'S

MESSAGE

For generations, people have come to the United States in part to pursue economic opportunity for themselves and their families and to build a better life. Our unique system of freedoms in this country creates an entrepreneurial environment unparalleled in the world. The terrorist atrocities of 9/11 were a direct attack on this system of freedoms and the economic vitality that enhances our quality of life.

As we have moved forward to reenergize the economic entities that were impacted by 9/11, the biggest focus has been on aviation. The initial challenge was to assure that we have a safe and secure system and we have made extraordinary progress so far. Now we need to focus on the elements of recovery that assure the economic viability of the industry. Customer service, reliability and predictability need to be key objectives of the airlines, airports and the federal government. If we meet these objectives the aviation industry will contribute positively to our collective economic aspirations. If we do not meet these objectives the industry will languish and the terrorists will have scored a victory. It is imperative that those of us responsible for our nation's aviation system not let this happen.

We in the Phoenix Aviation Department are committed to providing a safe, secure and customer focused environment. By working together another American success story is within our grasp.

David Krietor

SKY HARBOR REACHES OUT

**COMMUNITY COOKOUT
A SUCCESS**

Sky Harbor's Residential Sound Assistance Program (RSAP) recently hosted a community cookout to thank those who have participated so far and to encourage others to learn more. The RSAP offers doors, windows and insulation to ease the level of noise heard within homes closest to the airport.

Approximately 2,800 homes are eligible for the program, of which 75% are in Phoenix and the remaining 25% in Tempe. As of this spring, over 700 homes have been completed and over 500 homes are enrolled in the program.

Over 400 community residents attended the cookout, including volunteers from the Volunteer Center of Maricopa County who participated in National Youth Service Day that morning. The cookout, held at Grant Park in Phoenix, was near many of the homes that have already benefited from the program. "Chuck," Sky Harbor's mascot named after Charles Lindbergh, made an appearance and local band *Barrio Latino* played live music enjoyed by all.

Deputy City Manager Marsha Wallace said, "This was a great event. I hope to have more of them so that we can inform the community about the programs that we have to offer at Sky Harbor."

In addition to the hundreds of residents that attended the cookout, Vice Mayor Claude Mattox and Councilmembers Michael Johnson, Phil Gordon and Greg Stanton stopped by to thank residents and encourage them to take advantage of the program. "Sky Harbor is a \$20 billion economic engine that we need to support. In doing so, it is important that we support our neighbors to the east and west of the airport," said Vice Mayor Mattox. Councilman Johnson added, "As

the Councilman who represents this area, I appreciate the Airport's efforts to reach out to the community."

For more information on the RSAP please call (602) 261-7950.



Above: Community members enjoyed lunch and visited information booths to learn about the Residential Sound program.

Center: Mary Rose Wilcox, Maricopa County Supervisor, District 5, addressed the guests.

Left: Children peek through the Airport's adventure booth for a souvenir photo.

CLAUDE MATTOX

PHOENIX VICE MAYOR



Phoenix has a new Vice Mayor. But the dynamic Claude Mattox is certainly not new to the Valley. Mattox has been active in the West Phoenix community for 18 years. He served as chairman of the Phoenix Surface Transportation Advisory Committee and Maricopa Neighbors Airport Noise and Safety Committee.

Claude Mattox, 48, began his four-year term on the Phoenix City Council on Jan. 3, 2000. He represents District 5, which includes most of west Phoenix. He was named Phoenix Vice Mayor in January 2002. Mattox serves as a member of the City Council Transportation, Aviation Transit and Technology Subcommittee and chairs the City Council Natural Resources Subcommittee. He also serves as a member of the City Council Economy and Commercial Revitalization Subcommittee. An enthusiastic Phoenician, Mattox is a strong supporter of Phoenix’s airports. “Phoenix has three of the best managed airports in the United States. Sky Harbor, Goodyear and Deer Valley Airports handle thousands of airplanes daily and millions of passengers annually. The Airports generate billions of dollars for our economy. We do a great job and it is reflected in the satisfaction of our customers,” said Mattox.

AVIATION LEADER HONORED

SAWYER CELEBRATED

A Phoenix aviation long-time leader was recently honored by the City of Phoenix Aviation Department. Darrell Sawyer, of the well-known Sawyer Aviation, has contributed to the industry’s growth in Arizona for over 40 years. Now age 70, Sawyer has always loved airplanes. At age fifteen, he began work at the Gilbert Airport and at seventeen received his pilot’s license. After four years in the Air Force and graduation from ASU, he worked as a flight instructor before starting the Sawyer School of Aviation in 1961 at Deer Valley Airport. In 1963, Darrell Sawyer became an FAA-Designated Pilot Examiner. The same year, the Sawyer School of Aviation became a Cessna aircraft dealer. Over the years, 5,000 pilots have trained at Sawyer’s school.



Mayor Skip Rimsza presents Darrell Sawyer with a commemorative plaque to honor Sawyer’s contribution to aviation and to the Phoenix community.

In 1970, the Sawyer School of Aviation moved to Sky Harbor as Sawyer Aviation. In 1971 and 1975, Sawyer Aviation won the Cessna Presidents Award as its largest dealer. In 1994, Sawyer received the Small Business Person of the Year award from the Greater Phoenix Chamber of Commerce. “I’m so proud of the pilots we trained over the years,” said Sawyer. Sawyer’s past students include chief pilots for TWA, the FBI and Air Force One. In 2000, Sawyer Aviation Inc. was sold to Swift Aviation Services, Inc. Since the sale of the company, Darrell and his wife of 50 years, Dorothy, still live in the Valley. “I held on to one of the airplanes so I can still fly once or twice a week,” added Sawyer. A plaque in honor of Mr. Sawyer was unveiled in Phoenix Sky Harbor’s Terminal 4 in May of this year.



PRACTICE MAKES PERFECT

AIRPORT PREPARES FOR CRISIS

When Phoenix Sky Harbor held its disaster drill a few months ago, there were a lot of participants involved. While most drills involve the fire and police departments along with an airline, this year’s mock exercise also included representatives from other agencies that could be called upon during an actual emergency.

“We thought it was very important to work with members of the emergency community that might respond in case of an aircraft disaster,” said Airside Operations Manager, John Sawyer. After the Phoenix Fire Department extinguished a mock fire on an America West Airlines aircraft, transporting “victims” to awaiting hospitals was the next task. Doctors and nurses from Good Samaritan Hospital were given information about arriving “patients,” but finding the most efficient way to get them there was necessary.

Ambulances from the Phoenix Fire Department provided emergency transportation. Additionally, since helicopters would most likely be used in a disaster, Ranger 41 from the Arizona Department of Public Safety and an A-Star helicopter from AirEvac with a flight nurse and paramedic were dispatched to take the most critical “patients.”

“We have been a tenant of Sky Harbor for over 30 years and are more than willing to participate in a drill that can help prepare everyone for the unthinkable,” said AirEvac’s John Wilcox.

“With agencies and companies like AirEvac, Airport Chaplaincy, America West Airlines, Arizona Air National Guard, DPS, Good Samaritan Hospital, Phoenix Fire, Phoenix Police, Red Cross and Tempe Fire all working together with the Phoenix Aviation Department, our customers should know that as a team we are better prepared in case of an actual disaster,” said Sawyer.



Real helicopters and aircraft were used along with volunteers to simulate an actual emergency.

NATIONAL GUARD DUTY COMPLETE

GUARDSPERSONS HONORED

Following the tragic events of September 11th, there were many visible changes that took place in the aviation industry in order to increase passenger safety and security. On October 8, 2001, nearly 200 men and women of the Arizona National Guard began their contribution to those efforts as they started an eight month tour of duty at Phoenix Sky Harbor International Airport.

On orders from President George W. Bush and Governor Jane Dee Hull, guardspersons were assigned to monitor security checkpoints at the airport. They also patrolled various portions of the terminals for suspicious activity nearly 24 hours every day.

“The Arizona National Guard’s presence was a great addition to our security forces and helped our passengers feel more at ease during a tough time,” said Deputy Aviation Director Carl Newman.

On May 15, 2002, the Guard completed its duties at Sky Harbor. Its tasks will eventually be carried out by federal law enforcement officers employed by the Transportation Security Administration. However, until those new officers are hired, off-duty Phoenix Police officers will monitor checkpoint activities.



Sky Harbor Airport’s Carl Newman commends Brigadier General Maxon and the Arizona National Guard team for their efforts at the Airport post 9/11.

STANDING PROUD

STANDING TOGETHER

Phoenix Sky Harbor Airport and Luke Air Force Base are cornerstones of our region's economy. These two entities contribute more than \$22 billion to the state of Arizona each year and the two groups have increased their efforts to cooperatively ensure that both will be able to operate efficiently in the future.

Recently, representatives from Sky Harbor and Luke met with the Federal Aviation Administration regarding air space issues. This is important so that both commercial and military aircraft are able to utilize flight routes without conflict.

"Since the September 11th attack on our country, many great American patriots from the state of Arizona have stepped up to protect the critical mission of Luke Air Force Base — training the world's finest F-16 pilots and crew chiefs to serve worldwide while supplying combat expertise to Operation Enduring Freedom," said Colonel Dennis Rea.

"Sacrifices and compromises have been made to ensure that Luke's mission continues unimpeded. We are all a part of this fight on terrorism that President Bush has clearly defined for our nation, and I know that tough choices have been made to



Colonel Denny Rea, Vice Commander, 56th Fighter Wing, speaks out about the partnership between Luke and Sky Harbor at a community meeting.

keep Arizona's contribution to the national defense strong. The members of Luke stand ready to continue as strong partners and good neighbors in the Valley of the Sun," he added.

In 1999, the City of Phoenix Aviation Department completed a land exchange of nearly 1,000 acres with the City of Surprise to protect Luke Air Force Base from incompatible development surrounding the Base. Phoenix traded an old auxiliary landing field it owned in Surprise for land adjacent to Luke Air Force Base. Surprise agreed to develop its site in a manner that would not impact Luke. Phoenix, in turn, agreed to hold the 1,000 acres near Litchfield Road and Northern to prevent future encroachment on the base.

"The state of Arizona and the Phoenix region have a long and storied aviation history," said Phoenix Mayor Skip Rimsza. "Aviation is part of our heritage and continues to propel our economy. We will work together to support and protect one of our region's great assets, Luke Air Force Base."

SKY HARBOR SHOP HONORED

NAMED TO TOP 100

The PGA Tour Shop located in Terminal 3 at Phoenix Sky Harbor International Airport was recently named one of the Top 100 Golf Shops in America by *Golf Week* magazine. The PGA Tour Shop was chosen from over 17,000 golf shops in America. This is the third time the Sky Harbor PGA Tour Shop has been named to this elite list. The shop opened in 1999 as part of the Terminal 3 Retail Redevelopment Project. It is owned by The Paradies Shops, Inc., and joint venture/DBE partners Teresa Domingez and Gregory Torres.



PGA Tour Shop owners, manager and DBE partners present a recognition plaque to Paul Luna of the Aviation Advisory Board (left), and David Krietor, Aviation Director (center right).

ALOHA, HAWAII! NEW AIR SERVICE ANNOUNCED

If you're planning a trip to Hawaii in the future, the City of Phoenix Aviation Department is pleased to announce two new hassle-free ways to get to your destination.



Beginning July 2, Aloha Airlines will begin daily one-stop service to Maui. This flight, on a Boeing 737, will make a brief stop in Orange County, California before continuing on to our 50th state.

Hawaii's longest-serving and largest airline, Hawaiian Airlines, will provide daily non-stop service between Phoenix and Honolulu beginning October 11, 2002 on a Boeing 767-300ER.

"The City of Phoenix and the State of Arizona are going to benefit tremendously from the addition of this new service to Hawaii," said Phoenix Mayor Skip Rimsza. "Both economically and culturally, we are continuing our mission to make Phoenix an important destination and Sky Harbor a Gateway to the World." Prior to these announcements, only two flights per week had non-stop service to Hawaii.

"We are very excited to offer even more non-stop service to our passengers," said Phoenix City Councilmember Peggy Bilsten. "As the Chairperson of the Transportation, Aviation Transit and Technology Subcommittee, I am so pleased that airlines are recognizing the great potential Phoenix and our Airport have to offer."

This increased service will also benefit tourism throughout the state of Arizona.

"The addition of these flights creates a great connection between the contrasting beauties of Arizona and Hawaii," said Mark McDermott, Director of the Arizona Office of Tourism. "Arizona's tourism industry benefits incrementally when the state is connected to another destination by a daily, non-stop flight."

To make reservations, please visit www.alohaairlines.com and www.hawaiianair.com.



WINGS of the ISLANDS

TEMPE CVB PARTNERSHIP

WORKING TOGETHER



While Sky Harbor Airport is owned and operated by the City of Phoenix, it serves the entire Valley and state. Tempe, the sixth-largest city in Arizona, generates numerous conventions each year, bringing thousands of visitors through Sky Harbor Airport.

Tempe Convention and Visitors Bureau Director of Sales and Marketing, Michael Martin, says, "Meeting planners are looking for a hassle-free airport and an easily accessible city to bring their groups to since there are many attendees coming in from all across the globe. Sky Harbor and Tempe provide the perfect answer."

The Tempe Convention and Visitors Bureau (CVB) works closely with the Phoenix Convention and Visitors Bureau to identify market trends and to gain exposure in the market place. They also work together around the world to help generate more visitors to the Valley, and that means more passengers through Sky Harbor Airport. The Tempe CVB participates in a consortium partnership for the Valley's European trade representatives in the United Kingdom and Germany to help ensure the success of the nonstop flights to London and Frankfurt.

The Tempe CVB continually uses the city's location and proximity to the airport as a selling tool for business and leisure travelers.

"The fact that the airport is located on our border gives us a distinct advantage over our competitors in other markets," said Stephanie Nowack, Tempe Convention and Visitors Bureau President and CEO. "The sheer volume of flights to a large number of destinations is a critical factor in attracting conventions and meetings to our area."

While travel and convention business around the world suffered significantly after September 11, things are beginning to improve. "With all Tempe has to offer, we are confident that we will continue to see more and more passengers coming through Sky Harbor to visit or do business in our fair city," added Nowack.

COMMUNITY LEADERS UNITE

FOCUS ON THE WEST VALLEY

West Valley community leaders gathered recently at Phoenix Goodyear Airport to discuss the current state of aviation and economic development in Phoenix. The meeting was co-hosted by WESTMARC and the City of Phoenix Aviation Department.

WESTMARC, an acronym for Western Maricopa Coalition, was founded in 1990 to promote a positive image for Western Maricopa County and to act as a unified voice and focal point for the region in matters of public policy.

City of Phoenix Aviation Director, David Krietor, updated the west Valley business leaders on the current issues at Phoenix's three airports. He noted that while travel has been low across the country, the number of passengers traveling through Sky

Harbor is beginning to rise. Vice Mayor Claude Mattox discussed the economic impact of the airports on the region and their importance to the continued vitality of the area.

WESTMARC's region includes the cities of Avondale, Buckeye, El Mirage, Gila Bend, Glendale, Goodyear, Litchfield Park, Peoria, West Phoenix, Sun City, Sun City West, Surprise, Tolleson, Wickenburg and Youngtown. City of Goodyear Mayor William Arnold was in attendance, ever supportive of the partnership between the City of Goodyear and Phoenix Goodyear Airport.

Diane McCarthy, president of the organization, said, "Our goal is to affect public policy, to ensure quality growth and the overall community development in Western Maricopa County. Our partnership with the City of Phoenix Aviation Department is key."

For more information on WESTMARC, log on to westmarc.org or call 623-435-0431.